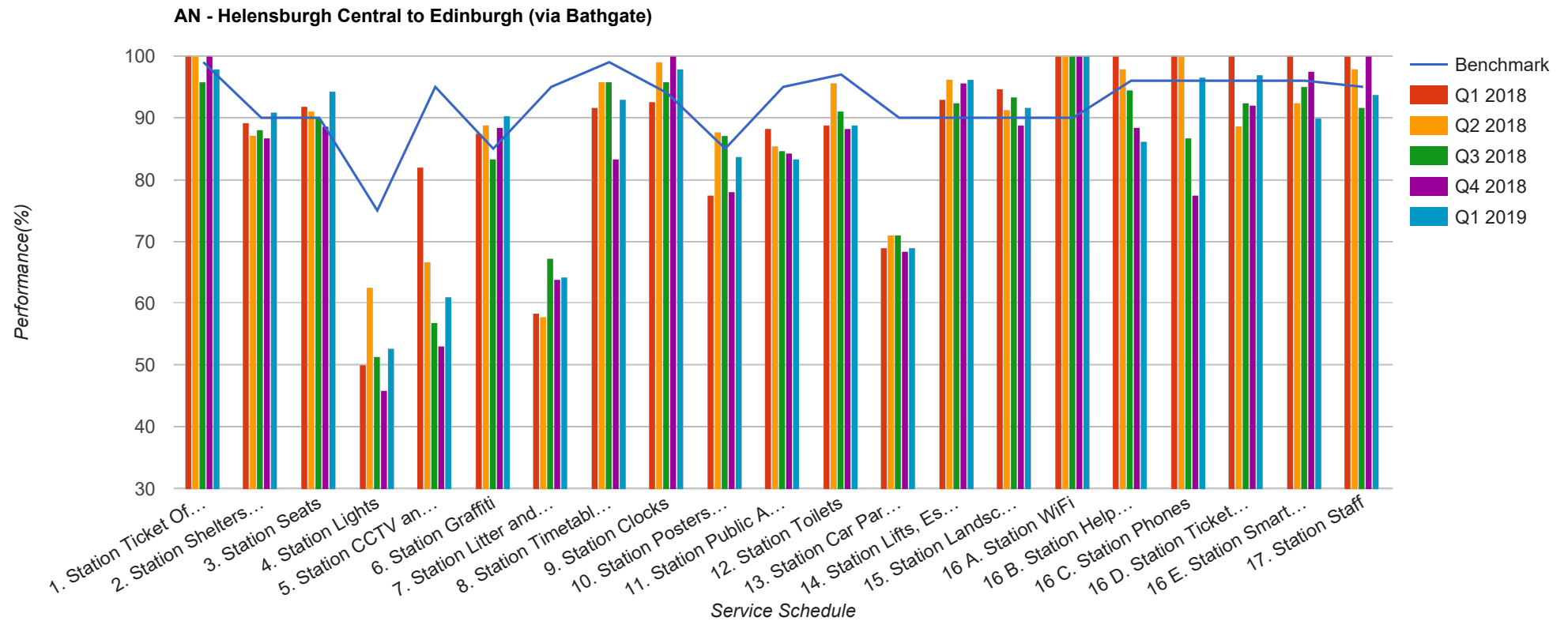


Quarter 1 2018 - Quarter 1 2019
Scotrail



Table

Service Schedule	Benchmark	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
1. Station Ticket Offices	99	100	100	95.83	100	97.92
2. Station Shelters and Waiting Areas	90	89.3	87.08	88.15	86.78	90.84
3. Station Seats	90	91.82	91.19	89.94	88.68	94.34
4. Station Lights	75	50	62.5	51.43	45.83	52.78
5. Station CCTV and Security	95	81.94	66.67	56.94	53.13	61.11
6. Station Graffiti	85	87.5	88.89	83.33	88.54	90.28
7. Station Litter and Contamination	95	58.33	57.74	67.26	63.84	64.29
8. Station Timetables and Information	99	91.67	95.83	95.83	83.33	93.06
9. Station Clocks	94	92.71	98.96	95.83	100	97.92
10. Station Posters and Signage	85	77.55	87.76	87.07	78.06	83.67
11. Station Public Announcement and Customer Information Systems	95	88.19	85.42	84.72	84.38	83.33
12. Station Toilets	97	88.89	95.56	91.11	88.33	88.89
13. Station Car Parks and Cycle Facilities	90	68.89	71.11	71.11	68.33	68.89
14. Station Lifts, Escalators, Access Ramps and Stairs	90	93.08	96.23	92.45	95.71	96.18
15. Station Landscaping and Vegetation	90	94.74	91.23	93.33	88.75	91.67
16 A. Station WiFi	90	100	100	100	100	100
16 B. Station Help Points	96	100	97.92	94.44	88.54	86.11
16 C. Station Phones	96	100	100	86.67	77.5	96.67
16 D. Station Ticket Machines	96	100	88.64	92.42	92.05	96.97
16 E. Station Smartcard Readers	96	100	92.5	95	97.5	90
17. Station Staff	95	100	97.92	91.67	100	93.75